IF ALL ELSE FAILS

Please re-check the Quick Install Guide instructions. If you still have problems:

If your cartridge spins up and then spins down or makes a loud noise, disconnect the SCSI cable and try another cartridge. If the new cartridge works (all lights on the front of the drive glow green) call SyQuest (at 1-800-245-2278) to exchange the defective cartridge. If the new cartridge does not work, your drive is defective. Please return it to the place of purchase or call SyQuest to arrange a Material Return Authorization. (You will need to give SyQuest the Serial Number of the drive.)

If the lights on the drive didn't turn on, or if a software diskette had errors, call SyQuest to get a new power supply or new software diskettes.

If the SyQuest drive isn't recognized by your computer, re-check the following. Make sure that: (1) The drive is connected to your computer's SCSI port and all cable connections are tight, (2) That the SCSI chain is terminated - that all devices in the SCSI chain are attached to another SCSI device and the last device is terminated (if the SyQuest drive is the last device, use the SyQuest provided terminator) and (3) The SyQuest drive has a unique SCSI ID. Do not use SCSI ID 7. Make sure that no other device in the chain uses the same ID assigned to the SyQuest device. MAC user's should avoid using SCSI ID's 0 and 3.

Macintosh Users: If you want to use a PC formatted cartridge on a Macintosh, have trouble ejecting a cartridge or want to change a name please read the relevant document located in the Mac folder of Installation Diskette -1 (Note this floppy was formatted for DOS systems).

If you are having intermittent data errors, please recheck your SCSI cabling. Place the SyQuest drive as the first device attached to your Mac. Be sure that all cables are 26 gauge, shielded, twisted pair. If data errors persist, purchase an active terminator for the last SCSI device.

DOS/Windows, Windows 95, OS/2 and Windows NT Users: Please read the manual. The electronic manual is located on **Installation Diskette -1.** Run the program Manual.bat. Read your computer's Operating System chapter and the appendix "Trouble Shooting" to fix other SyQuest External SCSI drive problems. The appendix provides guidance for setting SCSI adapter parameters and moving SyQuest drive letters after CD-ROM drive letters. It lists known incompatible adapters, and many other useful facts.